

# Enterprise Incident Report April 2012

As of 5/1/2012

## Financial Institutions

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Financial Institutions	Application Services	Danielle Hood	0 0	2 0	2 0
		<b>Assigned to Individual Total</b>	0 0	2 0	2 0
	Help Desk	Vicky Marrelli	0 0	1 1	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	1 1
	Metro A Desktop Support	Bruce Stewart	0 0	3 3	3 3
		<b>Assigned to Individual Total</b>	0 0	3 3	3 3
	Metro A Help Desk	Cindy Schroeder	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	1 0
	Metro C Help Desk	Ross Owen	0 0	1 1	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	1 1
	Voice Engineering	Julie Johnson	0 0	1 0	1 0

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			High	Low	FCR Total
Financial Institutions	Voice Engineering	Assigned to Individual Total	0	1	1
			0	0	0
	Voice/Data/WAN Services	Mitch Hood	0	1	1
			0	0	0
		Assigned to Individual Total	0	1	1
Assigned Group Total			0	0	0
			1	9	10
			0	5	5
Customer Company Total			1	9	10
			0	5	5

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Financial Institutions	Application Services	Danielle Hood	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Help Desk	Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro A Desktop Support	Bruce Stewart	0 0	3 0	3 0
		Assigned to Individual Total	0 0	3 0	3 0
	Metro A Help Desk	Cindy Schroeder	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Help Desk	Ross Owen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Engineering	Julie Johnson	0 0	1 0	1 0

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			High	Low	MIR Total
Financial Institutions	Voice Engineering	Assigned to Individual Total	0	1	1
			0	0	0
	Voice/Data/WAN Services	Mitch Hood	0	1	1
			0	0	0
		Assigned to Individual Total	0	1	1
			0	0	0
Assigned Group Total			1	9	10
			0	0	0
Customer Company Total			1	9	10
			0	0	0

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Financial Institutions	Application Services	Danielle Hood	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	2 0.00
	Help Desk	Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro A Desktop Support	Bruce Stewart	0 0.00	3 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	3 0.00
	Metro A Help Desk	Cindy Schroeder	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Ross Owen	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Voice Engineering	Julie Johnson	0 0.00	1 0.00	1 0.00

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## Financial Institutions

			High	Low	ATTIR Total
Financial Institutions	Voice Engineering	Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Voice/Data/WAN Services	Mitch Hood	0 0.00	1 0.45	1 0.45
		Assigned to Individual Total	0 0.00	1 0.45	1 0.45
	Assigned Group Total		1 0.00	9 0.05	10 0.05
Customer Company Total			1 0.00	9 0.05	10 0.05

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## Financial Institutions

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Financial Institutions	Application Services	Danielle Hood	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Help Desk	Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro A Desktop Support	Bruce Stewart	0 0	3 0	3 0
		Assigned to Individual Total	0 0	3 0	3 0
	Metro A Help Desk	Cindy Schroeder	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Help Desk	Ross Owen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Engineering	Julie Johnson	0 0	1 0	1 0

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## Financial Institutions

			High	Low	MR Total
Financial Institutions	Voice Engineering	Assigned to Individual Total	0	1	1
			0	0	0
	Voice/Data/WAN Services	Mitch Hood	0	1	1
			0	0	0
		Assigned to Individual Total	0	1	1
Assigned Group Total			0	0	0
Customer Company Total			1	9	10
			0	0	0



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## Financial Institutions

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Financial Institutions	Application Services	Danielle Hood	0 0.00	2	2
		Assigned to Individual Total	0 0.00	2	2
	Help Desk	Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro A Desktop Support	Bruce Stewart	0 0.00	3 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	3 0.00
	Metro A Help Desk	Cindy Schroeder	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	1 0.09	0 0.00	1 0.09
	Metro C Help Desk	Ross Owen	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Voice Engineering	Julie Johnson	0 0.00	1	1

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## Financial Institutions

			High	Low	ATTR Total
Financial Institutions	Voice Engineering	Assigned to Individual Total	0 0.00	1	1
	Voice/Data/WAN Services	Mitch Hood	0 0.00	1 1.44	1 1.44
		Assigned to Individual Total	0 0.00	1 1.44	1 1.44
	Assigned Group Total		1 0.09	9 0.24	10 0.22
Customer Company Total			1 0.09	9 0.24	10 0.22

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## Financial Institutions

### Detail

<b>INC000000474085</b>	Sonja Long Voice Engineering	None Julie Johnson	None Financial Institutions	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000488307</b>	Sonja Long Voice/Data/WAN Services	Telecom Mitch Hood	Hardware Financial Institutions	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.45 1.44
<b>INC000000489306</b>	Sonja Long Metro A Help Desk	None Cindy Schroeder	None Financial Institutions	None High	Closed	TIR Missed: No TTR Missed: No	0.00 0.09
<b>INC000000491507</b>	Robert Morgan Metro C Help Desk	None Ross Owen	None Financial Institutions	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000491525</b>	Starlyn Chaston Metro A Desktop Support	None Bruce Stewart	None Financial Institutions	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000491528</b>	Paul Cline Metro A Desktop Support	None Bruce Stewart	None Financial Institutions	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000491529</b>	Mark Tisch Metro A Desktop Support	None Bruce Stewart	None Financial Institutions	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000493971</b>	Jerry Jaramillo Help Desk	Mobile Devices Vicky Marrelli	None Financial Institutions	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000494205</b>	Ed Leary Application Services	Mobile Devices Danielle Hood	None Financial Institutions	iPhone Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000494205</b>	Ed Leary Application Services	Mobile Devices Danielle Hood	None Financial Institutions	iPhone Low	Closed	TIR Missed: No TTR Missed: No	0.00